

# 6th ASG DPW Housing Division Residents Handbook



Stuttgart Germany

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AESG-E-H (210-50)

## MEMORANDUM FOR New Housing Residents

SUBJECT: Welcome Letter (26 December 2002)

1. On behalf of the Director of Public Works and the Army Family Housing Staff, I would like to welcome you to your new home and wish you an enjoyable rewarding tour while stationed in Germany.

2. This Resident Handbook contains many items designed to assist you in getting acquainted with your new home and surroundings. It also identifies your responsibilities as new residents of government housing, as well as the responsibilities of the Directorate of Public Works and other post support activities. You and your family should become familiar with the information contained within this handbook. The information and policies in this handbook apply to Family Housing as well as Unaccompanied Personnel Housing (UPH).

3. To help maintain effective communications with the residents of government housing, the Installation Coordinator (IC) has appointed the senior service member of each building as the Building Coordinator until he/she DEROS, someone senior by rank or time in grade moves in, or until relieved for cause. . Additionally, the senior service member of each stairwell has been appointed Stairwell Coordinator until they DEROS, someone senior by rank or time in grade moves in, or until relieved for cause. . The Stairwell and Building Coordinator's job is to assist in keeping our community a harmonious place to live, as well as assisting the IC of your housing area. The Building Coordinator will be contacting you within a few days to explain your responsibilities concerning the maintenance and policing of the area surrounding your home, and other matters related to the occupancy of family housing. It is expected that a cooperative relationship be developed among all residents, but should an incident occur or conditions exist that are beyond your authority or capacity to resolve, they should be brought to the attention of the Stairwell, Building, Area or Installation Coordinator.

4. Our objective is to make all housing areas safe, comfortable and attractive places to live, work and play. In keeping with this objective you will find many ongoing projects (such as building renovations), which will improve the quality of life for our residents.

5. We solicit the support and cooperation of you and your family in assisting us to achieve this objective. Your comments and suggestions for improvements are important and valuable to us, because providing “Excellent Customer Service” is the goal of the 6th ASG, Housing Division. Please take the time to fill out and return our customer questionnaire.

6. Once again, welcome to your new home.

NATHAN E. B. THOMAS, JR.  
Chief, Housing Customer Service Branch

## **TEAMWORK BUILDS EXCELLENT COMMUNITIES**



### **RESIDENT'S RESPONSIBILITIES**

To get along with other residents. Everyone has a right to the peaceful enjoyment of their home and community.

To complete an inventory of all damages NOT annotated on the Quarter's Assignment Inspection Record and turn it in to the Family Housing Office within 15 days.

To maintain your quarters as a prudent homeowner, and report any needed repairs (which are not resident Self-Help repairs) to the Service Order Desk as soon as possible.

To be at home, or to have access arranged, for maintenance workers once you have called in a Service Order

To keep the premises clean and safe inside and outside, and in accordance with the Resident's Handbook.

To refrain from any conduct which unreasonably disturbs the peace and quiet of other residents.

To dispose of trash properly and in a timely manner.

To use all electrical, plumbing, heating systems and appliances properly, and in accordance with applicable manuals.

To use energy conservation at all times.

To support your Building, Stairwell and Area Coordinators.

To adhere to all rules and regulations for residing in government quarters.

### **DPW's RESPONSIBILITIES**

To give courteous and responsive treatment to all questions and concerns; Customer Service has top the priority.

To comply with the requirements of applicable building and housing codes.

To make skilled repairs and do whatever is necessary to put and keep the premises in a fit and habitable condition.

To maintain in good and safe working condition all electrical, plumbing, sanitary, heating systems and appliances.

To provide and maintain appropriate receptacles for the collection and removal of trash.

To provide each resident with a Resident's Handbook which outlines the Self-Help Program, requirements, policy for reporting needed, repairs, guidelines for residing in quarters and information pertinent to living in government housing.

To keep residents informed of projects and other Family Housing/UPH issues

## FAMILY HOUSING

This Resident's Handbook was prepared to provide the information necessary to assist you and your family in making your home as comfortable as possible. The information is in compliance with policies and regulations of the United States Army and the 6th ASG. Your adherence to the policies and regulations is expected. Now that you are in your new home, please familiarize yourself with the information presented within this Resident's Handbook.

Remember that you, as the sponsor, are ultimately responsible for any damage or loss of property. All residents are responsible for giving their full cooperation to the Family Housing personnel, and you are responsible for the behavior of your family members and visitors, regardless of their age.

Community living requires mutual cooperation and consideration of every resident. Every effort must be made by the residents to avoid interpersonal conflicts which may lead to unpleasant situations. Please keep this in mind at all times. Do not hesitate to call your Stairwell, Building, Area or Installation Coordinator or the Family Housing Office at 430-4520, if you have any questions.

## CHANGES IN BEDROOM REQUIREMENTS

Families whose bedroom requirement changes while residing in quarters can apply and compete for housing based on their new requirement (date of eligibility in these cases is the date of application). A good rule of thumb to assist you in determining bedroom requirements is: same sex can share a room up to 8 years of age, opposite sex can share a room until 6 years of age. No more than two persons may share a room in any case. If you are unsure of your bedroom eligibility contact the Family Housing Office. Families are reminded that moves between quarters will be at their own expense. This includes cable and telephone reconnect charges. The quarters being vacated must be cleaned to standards (when not authorized government contract cleaning) and all Self-Help items completed. When completing an intra-post move you must vacate your old quarters within five working days after signing for your new quarters. Careful planning with work and personal schedules is extremely important. **Those not clearing quarters within five working days risk the possibility of being charged a daily service charge for the unit being vacated.**

## STAIRWELL, BUILDING AND AREA COORDINATORS

Following is the Chain of Authority for housing residents. All residents should use the system to solve problems, disputes and other circumstances that affect the overall quality of life in their stairwell, building or area.

1. **Stairwell Coordinator:** This person deals directly with the resident in resolving problems, disputes and other matters within the stairwell. This is your first step in solving any problems or conditions that may occur while residing in government quarters. The Stairwell Coordinator informs the residents of their duties and responsibilities regarding conduct of family members, pet control, parking and other information relative to your community. Additionally, Stairwell Coordinators are responsible for submitting work order for deficiencies in common use areas.

Coordinators are responsible for ensuring compliance with policies and procedures described in this handbook.

2. **Building Coordinator:** The Building Coordinator works to resolve problems and conditions that the Stairwell Coordinator brings to his/her attention. The Building Coordinator conducts weekly inspections of the building and grounds ensuring that all fire and safety standards are met.

3. **Area Coordinator.** The Area Coordinator works to resolve problems and conditions brought to his/her attention by the Building Coordinator. Any items the Area Coordinator cannot resolve will be forwarded to the Installation Coordinator. The Area Coordinator conducts meetings with Stairwell and Building Coordinators to discuss and resolve common problems, improvements and suggestions to improve the quality of life for all residents.

## RESIDENT'S RESPONSIBILITIES

All sponsors assigned government quarters within the Stuttgart area must in process at their Installation Coordinator's (IC) office within three days of signing for quarters. Sponsors are required by regulation to ensure changes in rank or family composition are reported immediately to the Housing Office Customer Service Branch locate on Patch Barracks BLDG 2318, at DSN 430-5115 or 8780. If you get a recording leave a number where you can be contacted and the reason and someone will call to get the information from you. .

Please keep in mind that you are responsible for maintaining your home as a prudent homeowner. This responsibility includes keeping your home and grounds in a clean, orderly, sanitary, and safe condition. As a sponsor, you are responsible for ensuring that your quarters, grounds, and equipment, are not subject to abuse or neglect, and that the premises are not used for commercial, illegal or immoral purposes. The care and cleaning of your home's appliances and fixtures are strictly your responsibility. You are expected to maintain your home in accordance with good housekeeping practices. Please keep in mind that it is your responsibility to call in service orders as required. You must provide access to the workman. Repairs must be accomplished as soon as practicable to prevent further damage.

Occupancy of government quarters carries with it a responsibility for some self-reliance by doing "handyman" type work. Specifically, Self-Help type jobs are those that would be done by a prudent homeowner to conserve funds and to preserve the individual premises. For more information on your Self-Help requirements please refer to the listing of **Self-Help Responsibilities** starting on page 19.

For residents of single family dwellings, your area of responsibility includes those grounds that fall within your logical lot line, i.e. one-half the distance to the next dwelling unit, but normally not more than fifty (50) feet from your unit, whichever is less. The area between the sidewalk and the streets, to include front and side if on a corner lot, is also your responsibility. You should ensure that sidewalks, driveways and porches are kept clean and free of trash, snow, obstructions and other hazards.

In cases of damage to quarters resulting from pets or any resident damage beyond normal fair wear and tear, the resident will be held liable for payment or repair/restoration prior to clearance of quarters. For more detailed information, refer to:

**Conditions of Occupancy for Military Family Housing and Notice to Housing Residents; Liability for Damage to Assigned Quarters.** You signed these agreements when you signed for your home; copies of these publications are provided to you at Appendices A and B.



In the summertime, residents of single-family dwellings are responsible for maintaining their yards to a maximum of 50 feet from their quarters. This includes policing any garbage, disposing of pet feces, timely cutting and trimming of grass, edging along your sidewalks, watering, fertilizing and pruning of your yard, bushes and trees. Rake all leaves to the curb. The contractor is responsible for collecting leaves, they use a special vacuum truck for this purpose.

During the winter season, residents of single quarters are responsible for the removal of snow and ice from steps, porches, driveways, and sidewalks in the front and rear of their quarters. Rock salt is available through Self-Help; however, you must remove snow prior to sprinkling salt.

Coordination of building residents is necessary to insure all adjoining and common areas are free of trash, snow and ice. It is the Building/Stairwell's responsibility to insure all residents comply with these instructions. It is expected that, by performing these duties, a harmonious and cooperative relationship be developed between all housing residents of the building.

If you notice safety deficiencies or maintenance requirements in a common use area in the interior or exterior of your stairwell or building, please contact your Stairwell or Building Coordinator.

If you are being deployed, you should ensure your spouse is familiar with this Resident's Handbook, the circuit breakers, garbage collection information, lawn maintenance, Self-Help maintenance requirements, and a point of contact for your Unit's Rear Detachment.

If you will be clearing within 60 days after your deployment your spouse should contact the Housing Office to set up your Housing Out-processing Briefing. At this briefing your Pre-termination and Final Housing Inspections will be scheduled. You DO NOT have to have your orders in hand to make these appointments. If the quarters will be terminated while the sponsor is away, your spouse must have a Power of Attorney to effect the shipment of household goods.

## INSPECTION OF FAMILY HOUSING AREAS

Family Housing areas are inspected periodically by Housing Inspectors as well as Building, Area and Installation Coordinators. Items of interest for inspections are; grass cutting and edging; trimming along fences (single units); pet mess removal; pet damage; pets tied to porches, trees, fences or utility outlets; storage of recreational vehicles; storage of tires or appliances; privately owned vehicle repairs; policing of trash including all common areas and dumpsters.

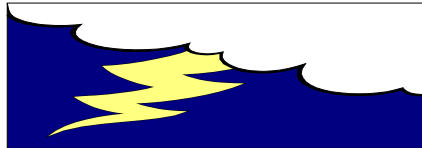
## RENTER'S INSURANCE

Renter's insurance is an option that should be considered by all residents residing in government owned or leased, Family Housing. You are responsible for any damages to your personal items as well as damages to the quarters. Residents are ultimately responsible for their own actions as well as the actions of their family members and guests. Residents are reminded that the government is not liable for personal property damage due to acts of God such as lightning and storm damage.

You should evaluate different policies to ensure the proper amounts, and types of coverage, which will be provided. Policies can be written for full replacement value of personal property. A second type available, for a lesser premium, is an Actual Cash Value (ACV) policy, which covers a depreciated value of your items. Be sure to ask an agent the best way to inventory your household contents. Reevaluate your coverage yearly and include any major purchases.

NOTE: Owners of waterbeds should consider extra protection against leakage.

Some insurance companies offer discounts for non-smoking homes, fire extinguishers and smoke detectors located on the premises. Any insurance company representative can provide additional information.



## SURGE PROTECTORS

Due to the sometimes-unstable weather conditions, electrical spikes and surges, it is highly recommended that you use surge protectors. Surge protectors will guard against damages to your electrical appliances. Purchase of surge protectors is the resident's responsibility.

## NEIGHBORHOOD WATCH PROGRAM

Crime and fear of crime are considerations, which influence the way we live in the Stuttgart Military Community. The most important resource we have in reducing crime and the fear of crime in our neighborhoods is neighbors working together to prevent crime. Working together means making it harder for crime to happen. It means reducing the chances for criminals to victimize members of the community.

The Neighborhood Crime Watch Program is a proven and effective means to substantially reduce crime. It is designed to bring into every home steps that will reduce the threat to property and personnel. A good neighbor is one of the most effective crime prevention tools.

The Provost Marshall will be happy to schedule instruction to Area, Building, Stairwell Coordinators and residents to learn what to look for, how to describe what is seen, how to organize a crime prevention event, and most importantly, what can be done to prevent crime in the community.

The police need your help, your eyes, and your ears. Criminals cannot and will not operate in areas where neighbors are alert.

When the residents of a community express a desire to participate in the Neighborhood Watch Program, the Crime Prevention Section will coordinate with the interested parties and assist in organizing the program.

If you have any further question on any Crime Prevention Programs contact the Military Police, at DSN 430-8725 or commercial (0711) 680-8725.

## CONSERVATION OF UTILITIES



There are many good reasons to reduce the use of electricity, gas, oil and water. The first and foremost reason is to conserve resources (natural and monetary). The second is to conserve money. The Army policy is to conserve these valuable resources and to save money. All family members must be actively involved in this endeavor.

## HEATING QUARTERS

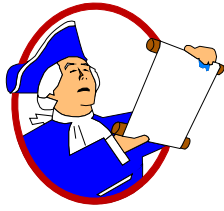
The heating season in Germany begins after 31 August when the average daily temperature is below 60 degrees Fahrenheit for two consecutive days. The heating season ends 31 May. The ASG Commander can approve exceptions based on local conditions. For further information call the Operations and Maintenance Division at, DSN 421-6271.

## QUARTERS VENTILATION

It is advisable that you air your home daily, especially if any moisture appears on the interior walls of your home. Opening the windows, allowing a draft through the quarters, will help decrease interior moisture significantly. Remember damages that occur, as a result of allowing mildew and moisture to accumulate are a resident's responsibility. For further information contact the Facilities Branch of the Family Housing office at DSN 430-5504.

## CEILING FANS

The use of ceiling fans in family housing units is not authorized. Ceiling height, structural integrity as well as the age and capacity of electrical wiring are all factors that are not conducive to ceiling fan installation.



## POLICIES

Residents are encouraged to use established Housing Area Chain of Authority to resolve all neighborhood housing problems and conditions; i.e., stairwell, building, or area coordinators. **As a reminder repeated violations of any post policies may result in the removal of the privilege of residing in government quarters and/or receiving logistical support.** See page one of this booklet for specific duties and responsibilities of the "Chain of Authority".

## QUIET HOURS

Quiet hours are 2200 - 0700. This policy is in effect each day of the week. Violations should be reported to your stairwell/building coordinator. See 6th ASG Commander's Policy letter # 4..

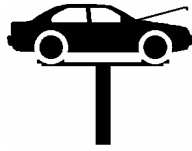
## EXCESSIVE NOISE, MUSIC VOLUME AND OFFENSIVE LANGUAGE

We must ensure our individual activities do not infringe upon the rights of others or degrade our overall quality of life. The standard is “ **Each of us has the responsibility to ensure that our courteous behavior makes this command an enjoyable place to live and work**”.

Definition of loud music/noise;

- a. (Housing) Music or other noises made loud enough to be heard by a neighbor or a person walking outside.
- b. (Vehicle) Music or other noises made loud enough to be heard by the occupants of an adjacent vehicle or by pedestrians.
- c. (Open Areas) Music or other noises made loud enough to be heard fifteen feet away from the source.

Vulgar, obscene language, whether spoken or contained on tapes, records, clothing or other media, is not acceptable in government housing or housing areas when others are involuntarily exposed to it due to location or volume of the language.



## AUTOMOBILE REPAIRS

Automobile repairs are not authorized in family housing areas or on streets. The Auto Craft Shop should be used for repairs.



## PARKING

Residents are allotted one parking space at the building in which they reside. Users of the parking spaces are responsible for maintenance of the parking space to include removal of oil and stains from the space or prior to clearing quarters. Families who own more than one vehicle will park in accordance with the installation centralized parking plan (This applies to Patch residents only). The plan is available at the Provost Marshall's Office. Residents will not park in areas that constitute a traffic hazard, deprive other residents of their allowed space, block access to dumpsters or fire hydrants. Vehicles must stay on paved areas at all times. Parking on lawns or seeded areas is not authorized. The Military Police will cite violators.



## PET CONTROL AND POLICY

It is the responsibility of pet owners to ensure that pets are controlled in such manner that they do not become a public nuisance. All pets are required to be vaccinated against rabies upon reaching three months of age. Pets must be registered with the local veterinarian within two weeks of arrival. For more information on vaccination and registration contact the Veterinary Clinic, commercial 07031-15-681, DSN 431-2681. Residents may have no more than two domestic pets, not including birds, guinea pigs, hamsters or fish. Dog owners will ensure their dog is on a leash at all times when outside individual apartments. This means dogs will be on a leash when in stairwells. Pets will not be tied to trees, utility lines or poles, fences or other structures. Dogs will be walked in the designated pet walking areas. **All fecal matter will be picked up and disposed of, even in pet walking areas.**



Cat owners will ensure their pets do not cause any type of nuisance or sanitation problems.

In all cases pet owners must understand that German Law imposes absolute liability on the owner or keeper. Liability insurance is recommended.

For more information see Commanders Policy letter # 10.

## WATERBEDS

Residents are reminded that prior to placement of a waterbed a stress test on the floor area must be completed. Residents must present a written request to the Facilities Management Branch of the housing office. The Facility Management Branch will schedule the test and respond to the resident in writing approving or disapproving the request based on the results of the stress test.

## QUARTERS ENHANCEMENTS

Residents are permitted to perform minor quarters improvement projects provided they obtain permission from the Facilities Branch, DEH Housing. The Self-Help Issue Point (SHIP) carries a supply of paints (pastels) that must be used for any painting project within government quarters. Failure to use the approved paint from the SHIP may result in the resident having to repaint their quarters prior to departure or possibly be charged at a rate of approximately Euro 2.91 (1998 prices) per square meter to have a contractor repaint the quarters.

Wall borders may be applied; however, occupants are required to remove the borders and any residual adhesive before clearing quarters. Failure to adequately remove the border/adhesive may result in the occupant being charged for costs associated with contract maintenance. Stencils may be applied to walls and ceilings. Occupants should use the paints available at the SHIP store to apply the stencils. If any other paint is used the occupant will be required to restore the quarters to the original color (white) or possibly be charged Euro 2.91 per square meter to have a contractor restore the wall/ceiling.

These standards apply to all, even if the quarters are scheduled to undergo contract painting when vacated. At no time should cabinets in renovated kitchens be painted. Decorative type knobs may be placed on cabinets/closets. However, occupants must reinstall standard government knobs prior to clearing. Knobs are available at the SHIP store.

For more information on the Self-Help Program refer to the Self-Help section of this handbook.

## TREE/PLAY HOUSES

Tree houses may not be built for safety reasons and to avoid possible damage to trees. Construction of playhouses is also not permitted. Lawn type plastic play sets, as sold in the exchange are approved for use.

## PRIVATELY OWNED LIGHT FIXTURES

Prior to installing privately owned light fixtures you must first obtain approval from the Facilities Branch of the Family Housing Office. The request must be writing and include building number, type of fixture and approximate weight of fixture. All expense of installation, maintenance and removal including property restoration will be at the expense of the resident.



## ANTENNAS AND SATELLITE DISHES

Prior to installing any type of antenna you must obtain approval from the Facilities Branch of the Housing Office. The request must be in writing and include the building number, type of antenna, desired use of antenna and installation method. All installations are subject to inspection and approval by the Facilities Branch. Installation, maintenance and removal, including property restoration, will be at the resident's expense. Amateur radio operators must ensure that their antenna installation does not interfere with other residents' radio, TV or stereo equipment. 52nd Signal Battalion must approve amateur radio transmitters/receivers.

## VISITORS/RESIDENTS IN GOVERNMENT QUARTERS

In accordance with AR 210-50, (Installations Housing Management, 1 Sep 97), Family Housing is to be occupied only by the service member and family members. Requests for non-family members and guests to reside with you must be routed through the soldier's unit commander to the Family Housing Office, Building 2318 located at Patch Barracks. Requests must include the reason for the visit, number and names of guests, and the length of stay.

Residents of government quarters may have temporary guests in their quarters for up to thirty (30) days without prior approval. Residents must notify the Housing Office of guests that will remain in family housing for thirty (30) days or more, but, NOT to exceed 90 days cumulative in one year. A temporary guest is defined as a person(s) who would not be considered a resident of the area or does not live within a commuting distance of one hour.

Occupancy of government quarters by non-family members is not authorized without prior approval in writing from the Housing Office. Total quarters occupancy will not exceed more than two residents per bedroom. Basements, attics and maid's rooms are not authorized as living or sleeping areas for safety and health reasons. Rent or other monetary compensation may not be collected from family members, non-family members or guests.

Military and family members stationed within commuting distance (1 hour) of Stuttgart, and who are authorized other types of government quarters are not considered under the "guest" category. Military personnel and/or family members are not authorized to reside with another military family in government quarters.

All guests and family members must comply with all existing 6TH ASG policies. Sponsors are required to inform their guests of all such rules and to ensure their compliance. Failure to comply will result in revocation of approval and the guest's immediate departure from quarters.

As the sponsor, you are ultimately responsible for the actions of your guests and non-family members. **Having unauthorized guests or non-family members residing with you could be cause for eviction from of government quarters. Permission for**

**a guest or non-family member to visit or reside with you may be revoked for misconduct or violation of post policies.**



## QUARTERS BASED HOME BUSINESSES

If you are planning to operate a home based business from your government quarters you must contact the Housing Office **FIRST** to determine the proper procedures for operating a business. Request to conduct a business must be in writing. Approval by the ASG commander is required for all commercial endeavors. These activities must be in the interest of the ASG service member's quality of life and must not detract from ASG operations. These activities are subject to host nation tax, business licensing laws, and are explained fully in USAREUR suppl. 1 to AR 210-50.

## LEAVING CHILDREN AT HOME

Never leave children five years of age or under unsupervised/unattended. Children between six and nine years of age should be closely monitored (within sight and/or sound). Children between the ages of ten and twelve years of age may be left without direct supervision for reasonable periods of time; however indirect supervision, such as call-ins or an occasional check by adult neighbors or friends should be provided. Older children may be left unattended based on their maturity level. For information on child supervision guidelines, please call the Army Community Service at DSN 430-7167, or Social Work Services at DSN 431-2676.

## LEAVING QUARTERS VACANT

Any time you are away from your quarters, it is your responsibility to ensure the grass is mowed, the snow is shoveled, your pets are taken care of, newspapers or flyers are removed from your step, door or mailbox, and to make sure emergency maintenance work is completed.

If you are going to be away from your home for more than seven (7) days, you are responsible for coordinating with an adult neighbor or friend to look after your home during the time you will be gone. Be sure that the person you are appointing is responsible and willing to take on this responsibility.

Please provide Family Housing and your Building/Stairwell Coordinator with the name of your point of contact, the signature of the point of contact accepting the responsibility for your home, and a day and night telephone number in case a problem arises. If the person will be staying in your home while you are gone, you must notify Housing first. Insure your point of contact knows where to call to report maintenance problems or emergencies. The Military Police will provide courtesy security and fire checks if you contact them at DSN 430-5261, Civilian 680-5261.

## MAID'S ROOMS, ENCLOSED STORAGE ROOMS AND CAGES

Storage Areas/Rooms are for the exclusive use of occupants. Storage areas will be kept clean, neat and orderly at all times. Government furniture will not be stored in storage areas/rooms. Storage areas/rooms will be cleaned and cleared upon termination of quarters. Individual areas will be properly identified by name rank, apartment number, and duty phone number. Items stored in common storerooms will be identified with the owner's name.

When feasible/available a maid's and or storage room will be assigned to each dwelling unit. The building coordinator will make all assignments. **The rooms are not to be used as living space.**

When there are more residents than available storage spaces the following will apply; storage rooms will be assigned on a seniority basis to those that do not already have an enclosed storage room. The basis for determining seniority is the date assigned to the present quarters, regardless of rank or number of dependents.

Families residing in "Super" 4/5 bedroom units are authorized storage space for only one unit.

**Under no circumstances is storage of any kind allowed in any portion of the building other than storage cages, maid's rooms or apartment. Personal items stored in unauthorized areas such as transformer, utility, boiler or mechanical rooms will be removed without notice.**

## COMMON USE AREAS

Common use areas in Family Housing and UPH are areas, which are shared by all building occupants. Common use areas can include but are not limited to kitchens, hallways, stairwells, lounges, TV rooms, reading rooms, storage areas/rooms and laundry rooms. Occupants will not store personal property of any kind in common use areas; to include brooms, shovels, bicycles, motorcycles and boxes. Damage to common areas will be reported immediately to the building coordinator.

Kitchens - for the exclusive use of occupants. Occupants should ensure that kitchens are kept clean and free of empty boxes and general litter. Storage of any item not related to cooking or dish and pan cleaning is prohibited. Range, cabinets, refrigerators and kitchen sinks etc., will be cleaned after every use. Garbage cans will be emptied daily by a designated occupant or by contracted cleaner.

Laundry Rooms - for the exclusive use of occupants. Occupants should ensure that the laundry rooms are kept clean and free of all empty laundering packaging (cartons, bottles, dryer towelettes, etc.). Storage of any item not pertaining to laundering is prohibited. Washers and dryers will be cleaned after each use. Laundry room will be policed immediately upon completion of each laundry session. Where necessary/possible laundry rooms will be secured when not in use.

Lounges - The lounges in each building are provided for the use of all occupants. In order to facilitate equitable distribution of this privilege, all persons desiring to use the lounge for the purpose of parties and social functions shall submit a request in writing to the building coordinator not later than 48 hours in advance of the event. The requester is responsible for the care and cleaning of the lounge as well as the conduct of his/her guests.

## LOCK OUT PROCEDURES

Non-emergency lockout service provided is on a basis of time and manpower availability. Contact the Service Order Desk for your area.

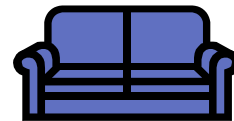
It is your responsibility to establish a system for you and your family to gain entry to your home without causing damage. Also, you are responsible for the accountability of all keys issued to you. For security reasons it is recommend that you do not hide a key above/around the door, etc.

An alternative is leaving a key with a dependable neighbor, your First Sergeant or where you work to decrease the inconvenience of having to wait to gain access to your home.

## WHAT'S SCHEDULED FOR YOUR NEIGHBORHOOD?

We communicate with residents in several ways in our attempt to keep you fully informed as to what projects are planned for your neighborhood, building and home. We utilize articles in The Citizen, The Stuttgart Post, websites, newsletters, direct mailings and town hall meetings. Each project will have a point of contact that will be available to answer questions on specific contracts or concerns. If you should ever have difficulty obtaining information on current or planned projects contact our Facilities Branch Office at DSN 430-5504, Civilian 680-5504.

## FURNISHINGS MANAGEMENT OFFICE (CFMO)



Residents will establish a hand receipt at the time of quarter's assignment. A joint inventory by the contracted Housing Inspector and resident will be conducted at the assignment inspection. The Furnishings Branch utilizes the Common Table of Allowances 50-909 (CTA) to determine the amount and types of furniture a resident is authorized. A minimum of 4 working days is required for scheduling of deliveries or pick ups, i.e., if you make an appointment on Monday the earliest pick up or delivery day would be Thursday. Additional transactions may be coordinated whenever the customer is willing to provide transportation to and from the warehouse. If a resident misses a scheduled delivery appointment they risk the possibility of having their name moved to the bottom of the furniture waiting list. Proper care to prevent loss or damage other than fair wear and tear is the resident's responsibility. Upon clearance of quarters a joint inventory will be conducted to clear the hand receipt account. For further information contact the Furnishings Management Office at DSN 430-5240/4416.

## TRASH AND HAZARDOUS WASTE DISPOSAL

### TRASH DISPOSAL

In the Stuttgart Housing Community, to dispose of trash items such as metal, rocks, dirt, wood, Christmas trees or large items you must first contact your Installation Coordinator for information. Please respect your neighbors and place your household trash into the designated dumpster/plastic trash containers. Please place trash in bags and seal the top prior to disposing of it in the dumpster. Ensure that young children who are taking the trash out can reach the dumpster door to open it, place the trash in the dumpster and close the door. All housing residents have a shared responsibility to keep the trash picked up from around their buildings and dumpsters. All residents are required to Separate or Recycle Trash (SORT) such as paper, cardboard, glass, plastic, and metal cans. For more detailed information on recycling please refer to the 6th ASG Recycling Guide for Households and Offices, dated 15 September 1995.



### HAZARDOUS WASTE

Family housing hazardous waste materials must be disposed of properly. Please DO NOT dispose of these materials in the dumpsters. A list of some common hazardous waste items follows:

- \_ vehicle batteries, motor oil, anti-freeze, gasoline, engine cleaners, engine and radiator flushes, tires, brake and transmission fluids
- \_ pesticides, herbicides, rodent killers
- \_ propane canisters
- \_ oven cleaners, Lime-Away, window cleaners, arts and crafts supplies, furniture polish, stain and paint.

To dispose of any of the above hazardous waste materials, please contact the Environmental Management Division at DSN 4212-815 or Civilian 0711-729-2815.

Residents are not authorized to change their motor oil in Family Housing Areas. All automotive work should be done at the Auto Crafts Centers.

### Reporting a Hazardous Waste Spill

**ALL spills are reportable.** Reporting spills is important from a legal standpoint in that it lessens the potential for possible legal actions against the person who is responsible for the "spill". If you witness a "spill" (i.e. someone dumping engine fluids in a dumpster or flushing them down the curb also constitutes a "spill") please call the Fire Department by dialing (0711)-680-117, right away. Even very small spills can pose health or safety threats and should be reported to the Fire Department.

### FIRE DEPARTMENT



### **What to do in the Event of FIRE or if You Smell Smoke**

1. Immediately warn all residents and leave the building by your planned route of escape. Close doors (and windows if possible) as you evacuate to deter the fire from spreading. Every second counts, so do not waste time getting dressed or picking up valuables.

2. When leaving, do not open any inside door without first feeling its surface. If it is hot, or if you see smoke seeping through the cracks, do not open that door. Instead, use your alternate exit. If the inside door is cool, place your shoulder against it, open it slowly, and be ready to slam it shut if heat and smoke rush in.

3. Stay close to the floor if the air is smoky. Breathe slowly through a cloth, wet if possible.

4. Once outside, go to the selected meeting place and make sure everyone is there. **Do not go back inside the house.**

5. Call the Fire Department, DIAL **(0711)-680-117**, from your neighbor's home - not from yours. Stay calm, give your name, address and location of the fire. Wait a safe distance from the fire to direct the Fire Department and to tell them if everyone is out of the building.

6. DO NOT return to your home until fire officials say that it is all right to do so.

### **IN CASE OF FIRE**

**MAKE SURE EVERYONE IS OUT OF THE HOUSE.**

**DIAL (0711)-680-117 GIVE ADDRESS, NAME AND LOCATION OF FIRE  
DO NOT HANG UP UNTIL FIRE DEPARTMENT DISPATCHER HAS ALL  
INFORMATION.**

**HAVE SOMEONE MEET FIRE FIGHTERS AND DIRECT THEM TO THE FIRE.**

**BE READY TO ASSIST THE FIRE DEPARTMENT IF CALLED UPON.**

**CALL THE FIRE DEPARTMENT IN ALL CASES OF FIRE EVEN THOUGH THE FIRE  
IS OUT.**

**MAKE SURE EVERYONE IN YOUR FAMILY KNOWS WHERE ALL THE EXITS ARE  
LOCATED.**

**PREARRANGE A PLACE OUTSIDE FOR YOUR FAMILY TO MEET IN CASE OF  
FIRE.**

**NOTIFY THE FACILITIES BRANCH OF THE HOUSING OFFICE AFTER YOU HAVE  
HAD A FIRE.**

NOTE: IAW AR 429-90, Fire and Emergency Services, 10 October 1997, "Installations will not furnish portable fire extinguishers in family housing".

## SMOKE DETECTORS

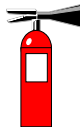
Smoke detectors can wake you up and give you time to escape. However, there are situations when a smoke detector may not protect you and your family against fire or smoke. For instance: smoking in bed, leaving children home alone, or cleaning with flammable liquids such as gasoline. As the head of the household, you are responsible for enforcing fire prevention measures. Most home fire deaths happen between 10 p.m. and 6 a.m.

## SMOKE DETECTOR MAINTENANCE

The smoke detector is virtually maintenance free. However, under dusty or greasy conditions, a vacuum cleaner may be used to clean the exterior of the unit (including the slots on the cover). Do not remove the detector cover when the vacuum is used.

Test your detector(s) at least once a month. Press the test button with a broom handle or a similar instrument. If no alarm sounds, check the circuit breaker. Continuous chirping or erratic noise or low sound alarm may indicate a defective detector. If you have a defective smoke detector call the Service Order Desk for your area.

In units where battery operated smoke detectors are installed replace the battery once every six months. Test battery operated smoke detectors more frequently than direct wired ones. It is recommended that battery operated detectors are checked weekly. If you are unsure of what type of detector you have, contact the Facilities Branch at the Housing Office.



## PREVENTIVE MEASURES

In the event your clothing should catch fire, STOP what you are doing, and DROP to the floor and ROLL around until flames are extinguished.

Your clothes dryer must be equipped with a vent hose, which does not exceed ten (10) feet in length, or contain more than two (2) ninety-degree turns. You should clean the lint filter before each use and check the motor compartment and vent hose MONTHLY for lint and dust accumulation.

Check your home before going out or retiring for the evening. Close all bedroom doors as this could possibly prevent smoke and heat from closing in on you while you sleep, should a fire occur.

Barbecue Grills shall not be used under the eaves, on the porch of your home, or in the garage. Keep your grill at least fifteen feet from the house or garage while using it,

or while the coals are still hot. Do not place coals into the trash receptacles until they are completely extinguished and cold. Even though there is no visible flame, hot embers can re-ignite.

Do not overload outlets.

Store flammable materials away from stairways or walkways (if a fire did break out, they could block your exit).

Also, as a precautionary measure, if you buy or cut your own Christmas tree, cut the trunk at an angle before putting it in your tree stand. This will keep your tree from drying out, and becoming a major fire hazard. Remember, newly cut trees can drink as much as 6 inches of water per day.

## HAZARDS IN THE KITCHEN

Never leave a stove unattended and keep all flammable items (i.e. paper products, towels, flammable liquids, cleaning solvents, etc.) away from the stove.

Remember to turn off the stove if a fire occurs. If you have a grease fire, DO NOT use flour, sugar, salt, baking soda or water on the fire. Instead, place a lid or pan over the fire, turn off the burner and let it cool. Never pick up a burning pan, the grease could spill and burn you or spread the fire.

Keep panhandles turned inward on the stove. Never wear loose clothing while you are cooking.

Clean the ovens, range tops and exhaust fan filters regularly. See the section on appliance maintenance for more information.

## STORAGE REQUIREMENTS

Furnace rooms, boiler and mechanical rooms will not be used for storage.

Storage areas such as broom closets should be kept orderly and free of debris. Storage under stairs is prohibited.

Storage of flammable materials in excess of 1 gallon (combined TOTAL) such as gasoline and paints are not permitted in family housing, storage buildings or garages. Do not store gasoline lawnmowers, grills, motorcycles, snow blowers, etc. in your home without emptying the fuel tank and allowing the residue to evaporate.

Limit the number of boxes and piles of newspapers and clothes piled in your home.

## WATER DAMAGE IN YOUR HOUSE?

If the emergency consists of a broken water pipe and the result is flooding of the interior of your home, you are expected to take reasonable action to protect your

personal property as well as the government's real property. You should exercise the same care and response as you would in your own home. You should be familiar with the location of all water shut off valves.

Personal Property: Any alleged loss or damage may be addressed through the Staff Judge Advocate's Office call DSN, 421-2636, or commercial 729-2636 for further assistance.

Government Property/Real Property Repair work will be accomplished by the most expeditious means possible.

## SEWER BACKUP

The sewer lines in the family housing units all run into one main line, and sewer backups can occur. Often, blockages are the result of toys and other foreign objects flushed down the toilet. Parental attention is the best way to avoid such a disaster.

If a sewer backup does occur in your basement, IMMEDIATELY call the Service Order Desk for your area and request a plumber be dispatched to unplug the drain. While waiting for the plumber to arrive, remove any personal items from the basement that could be damaged. Do not allow children and pets into the basement area until after clean up has occurred. Use caution in entering the living area of your quarters after being in the basement. The carpeting in your quarters could be contaminated by sewage that has been carried in on your shoes. In cases of sewer backups with the resultant loss or damage to personal property, the Staff Judge Advocates Office, Claims Section, DSN 421-2636, Civilian (0711)-729-2636, will be able to assist you in filing your claim. When backups occur more than once in a short period of time, even when not severe, contact the Facility Branch of the Family Housing Office, DSN 430-5504, Civilian (0711)-680-5504. This will give the maintenance personnel an opportunity to investigate and repair the problem before it can escalate.

## EMERGENCY SERVICE ORDER OR NOT ?

First off, what is an emergency? When do I call? Whom do I call? Every building and housing resident needs to know that regular maintenance calls must be called in during the duty day and that only bonafide emergencies should be called in after duty hours.

An unexpected, serious occurrence or situation that could cause injury or harm to personnel or cause serious damage to government facilities which occurs after duty hours Monday through Friday, all day on Saturday, Sunday and Holidays is considered an emergency. Call the emergency service order number (DSN 430-7180 or CIV 680-7180) to report an emergency service order. The dispatcher receives the calls during these times and determines which calls are emergencies and which personnel should be called in to correct the problem. All calls are evaluated and responded to in the following order:

- (1) Physical harm to personnel
- (2) Structural damage to the facilities

### (3) Potential property damage

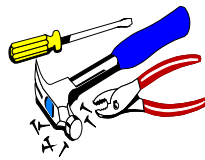
WHEN and WHOM do I call during duty hours?

Please call the service order desk (DSN 430-7180 or CIV 680-7180) during duty hours, 0730-1630 hours, Monday -Thursday and from 0730-1430 hours on Friday for normal repairs. Residents are reminded that only bona fide emergencies are responded to after duty hours, so please do not wait until then to call in a service order. The dispatcher is not set up to enter routine service orders into the system. Therefore, if you are told your problem is not an emergency, it is your responsibility to phone in the work request the next duty day during regular duty hours.

## SERVICE ORDER RESPONSE TIMES

How long does it take for a service order request to complete? Where can I find the status? These are the two most commonly asked questions when it comes to service orders. The contractor has up to sixty days to complete routine service orders. Routine service orders are the normal day-to-day items that may occur in your home, i.e., lose tile, sticking doors and items of this nature. Urgent service orders will be responded to within 24 hours. Urgent service orders are those items that may turn into emergencies if not repaired quickly. Emergency service orders will be responded to within two hours. If you are unsure about the service order classification, please ask the service order desk when phoning in.

The easiest way to check the status of a service order is via the Internet. The address is <http://www.dpw.stuttgart.army.mil>



## SELF-HELP PROGRAM

The Self-Help program allows you to accomplish minor upkeep and repair work in a timely manner at your convenience (no more waiting for the maintenance workers to show up). Participation in the Self-Help program is mandatory. Use of the Self-Help Store is available to Building Coordinators, their designated representatives, housing residents living in government owned housing. The Self-Help program is a means of obtaining maximum use of available resources to improve living conditions and general appearance of facilities. The program includes the repair work that you can realistically be expected to perform. By performing the minor maintenance of your quarters, DPW's maintenance workers will be available to perform repairs requiring professional skills in a more timely fashion. Additionally, if you learn how to perform minor maintenance work in your quarters, you will ultimately be a more successful "homeowner" in the future when you buy a home.

Repairs, which utilize the items listed on the following pages (or other items that are added to the inventory at Self-Help), have been determined to be resident

Self-Help repairs. These repairs are to be accomplished by the sponsor, spouse (if applicable) or Chain of Command (or rear detachment) personnel if the sponsor is deployed and the spouse needs assistance to make Self-Help repairs.

All items are to be performed on an as needed basis. Please keep in mind the list is not all-inclusive and represents the **minimum** requirements a resident should perform while residing in quarters and prior to clearing. Some examples of items, which have been designated as "mandatory" Self-Help repairs are as follows:

1. Carpentry
  - a. Tighten hinges on doors and cabinets
  - b. Repair drawer slides
  - c. Tighten striker plates.
  - d. Ensure handles are securely fastened on doors, cabinets and closet doors.
  - e. Replace cabinet magnets
  - f. Tighten or replace towel bars, racks, soap dish holders, and toilet paper dispensers
  - g. Tighten or replace doorstops
  - h. Ensure all curtain rods are secure and in place
  - i. Replace curtain hooks and clips
2. Plumbing
  - a. Replace showerhead
  - b. Replace faucet aerators
  - c. Replace sink stoppers
  - d. Replace faucet handles
  - e. Replace faucet washers
  - f. Replace drainage traps
  - g. Replace drain plugs and chains
3. Electrical
  - a. Replace light globes and covers
  - b. Ensure all light fixtures have working bulbs
  - c. Replace switch plates and outlet covers
4. General
  - a. Replace toilet seat
  - b. Re-caulk tub
  - c. Replace bathroom mirrors
  - d. Replace drip pan under refrigerator
  - e. Ensure all weather-stripping is in place and functional
  - f. Ensure dryer filter is clean
  - g. Complete Self-Help painting requirements as required
  - h. Remove all nails, screws from walls used for hanging pictures
  - i. Patch nail/screw holes (Only if quarters are not being painted)
  - j. Replace drip pans on stove
  - k. Replace range hood filters
  - L. Replace entrance mats

Here's some tips on the proper functioning and maintenance of the appliances in your home:

**Stove:** When you clean your stove, be sure to clean the top, sides back and lid areas. Do not immerse the burners in water as it can cause them to short out or explode. Porcelain is an enamel finish and is a glass-like substance and must be treated gently.

Do not use oven cleaner on any surfaces except the interior of the oven. To remove the oven door for cleaning, open the door to the first click and then lift the door off. If your stove is a self-cleaning model, you should refer to the owner's manual for proper cleaning procedures.

**Range Hood:** Excessive grease build up is a fire hazard. Metal filters may be washed in the dishwasher. Do not get charcoal or fiber filters wet. Exhaust fans and motors may be removed for cleaning. Pay careful attention to the inside housing of the range hood.

**Exhaust Fan:** Always run your exhaust fan when showering or when using the dishwasher in order to vent any extra moisture out of the house and prevent mildew and mold problems. All exhaust fans should be removed at least yearly for cleaning. There are several types in family quarters. Contact the Self-Help store for your area, if you have any questions as to the removal or cleaning of your exhaust fan.

**Refrigerator:** Pay close attention to all surfaces of the refrigerator to include door seals. If you have a non-self defrosting freezer, do not use ice picks, knives or any other sharp instrument to remove ice or frost. Any damage from such action will be charged to the resident. Keeping the coils free of dust and lint will insure proper cooling of the refrigerator. Use a vacuum cleaner, either by removing the front kick plate (it snaps on and off) or by pulling the refrigerator out from the wall and vacuuming the coils from the back. This procedure should be done at least every 30 days.

**Dishwasher:** Clean all surfaces of the dishwasher. Special care should be used to clean the inside bottom of the door, as this is where grease tends to collect. Lime-Away or its equivalent can be run through on a regular basis (empty) and then thoroughly rinsed prior to using for household items.

**Washer:** If your washer has an internal lint trap make sure you clean it each time you use the washer.

**Dryer:** Excessive lint buildup is a fire hazard. Clean your lint filter each time you operate your dryer. At least twice a year remove the dryer hose from the dryer and outside connection. To remove the lint from the hose, place it in the sink or a bucket and soak, flush the inside and out with fresh water. Make sure you also brush the outside vent free of lint. Remove the back from the dryer and vacuum to remove all lint. Reassemble the unit and reattach the hose to the dryer and the outside vent. If you have any questions, please call Appliance Section at DSN 4212-670.

Here's some tips on the proper functioning and maintenance of the plumbing systems in your home.

**Plungers:** Plungers to clear sinks and commodes are available at Self-Help. There should be one plunger located in each bathroom.

**Commodes:** If your commode overflows, use the shutoff valve first. It is located under the toilet tank next to the wall. Locate your plunger, use it and try to clear the blockage. Please do not stand by and watch water flood into the hall or down the wall to the next floor. Emergency personnel are authorized to shut off the cause of the problem and place the toilet or sink back into service. Water damage will be corrected during the normal workweek.

**Sinks:** First remove all dishes, pots and pans, etc. from both of the sink basins. Cover the drain on one side of the sink to form a seal. Use the plunger on the other drain. By covering one drain you will have formed a vacuum which can help to remove the blockage. Preventative measures against sink clogs are to not flush grease, coffee grounds, onion- skins, celery, rice, and lint from your washing machine or hair down the drain. Once these items travel down the pipes and sit for any amount of time, the mixture congeals and makes a solid mass that water cannot penetrate.

**Faucet Washers:** Self-Help has an assortment of faucet washers. You can fix your leaky faucets on your own time, rather than waiting at home for a maintenance person.

**Outside Faucets:** Please drain your outside hoses and store them inside no later than 1 October each year. Ensure the outside faucet is shut off. Some quarters have internal shut-off knobs to turn off the water, which feeds the faucet. Turn this knob off and then turn the outside faucet on until no water comes out. In the spring, please remember to turn the knob back on.

**Basement Drains:** Please do not wash paint, gasoline, solvents, pet feces, toys, etc. into the basement floor drain. This will pose a health and safety hazard. Fumes will accumulate in low areas and may result in creating a fire hazard. Unpleasant odors are often the first clue of misuse of drains. These odors can also be transmitted from one basement to another. Please be aware that basement drains can and do back up. You should use your basement for storing items only, and place those items on wood pallets (CFMO can supply pallets, subject to availability) to prevent water damage. Basements are not to be used as living and sleeping areas.

## ITEMS CARRIED AT THE SELF-HELP STORE

Some items are on a direct exchange basis only.

Examples are: appliance parts, light bulbs, light globes, plate glass shelves and toilet seat.

### Common Items

Cabinet Knobs  
Closet Rods  
Wire Brushes  
Window Putty  
Window Keys  
  
Weather Stripping

### Paint Supplies

Varnish  
Paint White Flat/Gloss  
Tint  
Drop Clothes  
Paint Brushes  
Roller Sets

### Bathroom/Plumbing

Bathroom Keys  
Shelves  
Mirrors  
Caulking  
Stoppers  
Towel Bars

Washers, Bolts, Nuts	Trays	Towel Racks
Screws	Sandpaper	Plunger
Nails	Turpentine	Shower
Curtain Hooks	Masking Tape	Head
Curtain Tracks	Putty	Shower Curtain Rods
Washing Machine Filter	Putty Knife	Shower Curtain Hooks
Dryer Filter	Metal Brush	Shower
Door Stops	Thinner	Hose
Cabinet Magnets		Soap Dish
Anchors		Toilet Fastenings
Light Bulbs		Toilet Paper Dispensers
Fluorescent Starters		Faucet Aerators
Fluorescent Lights		Grab Bars
Evaporators for Radiators		Faucet Washers
Clothes Lines		
Stove Drip Pans		

## CLEARING QUARTERS

All families are strongly encouraged to schedule their pre and final inspections as soon as they know they will be clearing. **You do not need orders to schedule a Pre-Inspection.** The more time you have between your pre and final inspection the easier it is to clear quarters. Pre Termination Inspections should be scheduled 30 - 60 days in advance of your PCS. All families are reminded that they are responsible for completing Self-Help items and possibly certain cleaning requirements.

The list of Self-Help requirements in this handbook can be used as a checklist. All Self-Help items are required to be complete on an as needed basis prior to clearing quarters.

### Pre-Termination Inspection

During your Pre-Term Inspection, an inspector will walk you through your house, please point out any required service orders that you are aware of. The inspector will advise you of your requirements for clearing quarters. **Pay Close Attention!** A small amount of effort now, can save a lot of time in the future. It's a good idea to go over your list of Self-Help items and other clearance requirements prior to your inspectors arrival, if there are any questions ask the inspector at the Pre-Inspection. The inspector will provide information on clearance of furnishings.

### Final Inspection

During this inspection the inspector will ensure you have met all your clearing requirements. A furnishings inventory will be conducted to account for all property on your hand receipt. If all your clearing requirements have been met, the inspector will collect the house keys and you will be cleared from quarters.



## Important Phone Numbers

### EMERGENCY

Fire.....	(0711) 680-117
Medical.....	(0711) 680-116
Police.....	(0711) 680-114
Military Police.....	(0711) 680-5262
6th ASG Emergency Action Center.....	(0711) 729-1601

### EMERGENCY SERVICE ORDER NUMBER (AFTER DUTY HOURS ONLY)

The emergency numbers listed below are for use from a commercial phone. If dialing from a DSN line, just dial 115.

Kelley.....	(0711) 729-115
Robinson.....	(0711) 818-115
Patch.....	(0711) 680-115
Panzer.....	(0711) 729-115

### DIRECTORATE OF PUBLIC WORKS

DPW.....	(0711)-729-6100 (0711)-729-11360
Appliance Repair.....	(0711)-729-6200

### HOUSING

Housing.....	(0711)-680-5333 (0711)-680-4520 (0711)-680-5115
Furnishings (CFMO).....	(0711)-680-5240 (0711)-680-4416
Swabian Inn Hotel.....	(0711)-678-7137
Hilltop Hotel.....	(0711)-896-5270

### INSTALLATION COORDINATORS

AST.....	(0711)-729-6522
Kelley.....	(0711)-729-6522
Panzer.....	(07031)-15-283
Patch.....	(0711)-680-5450
Robinson.....	(0711)-819-6033

### OTHER IMPORTANT NUMBERS

Inbound Transportation.....	(0711)-680-4314
Outbound Transportation.....	(0711)-680-7184
ACS.....	(0711)-680-7176
Vehicle Receiving Point for POV's.....	(07031)-15-617



## **6<sup>TH</sup> ASG HOUSING DIVISION**

## **STUTT GART**

### **OFFICE OF THE CHIEF:**

<b>CHIEF, HOUSING DIVISION</b>	<b>421-6181</b>
<b>SECRETARY</b>	<b>421-6182</b>
<b>OPERATIONS OFFICER</b>	<b>421-6184</b>
<b>HOUSING MANAGEMENT SPECIALIST</b>	
<b>HOUSING MANAGEMENT SPECIALIST</b>	
<b>FAX</b>	<b>421-6819</b>

### **CUSTOMER SERVICE BRANCH:**

<b>CHIEF, CUSTOMER SERVICE BRANCH</b>	<b>430-8780</b>
<b>HOUSING MANAGER</b>	<b>430-5115</b>
<b>GFOQ MANAGER</b>	<b>430-4521</b>
<b>HOUSING MANAGEMENT SPECIALIST</b>	<b>430-5521</b>
<b>HOUSING COUNSELOR</b>	<b>430-5965</b>
<b>HOUSING COUNSELOR</b>	<b>430-4323</b>
<b>HOUSING COUNSELOR</b>	<b>430-4391</b>
<b>HOUSING COUNSELOR</b>	<b>430-5333</b>
<b>HOUSING COUNSELO</b>	<b>430-4523</b>
<b>HOUSING COUNSELOR</b>	<b>430-5113</b>
<b>FAX</b>	<b>430-8174</b>
<b>RECEPTION DESK</b>	<b>430-4520</b>

### **FACILITIES MANAGEMENT BRANCH:**

<b>CHIEF, FACILITIES BRANCH</b>	<b>4216-183</b>
<b>ENGINEER TECHNICIAN</b>	<b>430-5504</b>
<b>ENGINEER TECHNICIAN</b>	<b>430-4075</b>
<b>ORDERING OFFICER</b>	<b>430-8372/5124</b>
<b>HOUSING INSPECTOR</b>	<b>430-5383</b>
<b>HOUSING INSPECTOR</b>	<b>430-5124</b>
<b>HOUSING INSPECTOR</b>	<b>430-5536</b>
<b>FAX</b>	<b>430-8389</b>

### **FURNISHINGS MANAGEMENT BRANCH:**

<b>CHIEF, FURNISHINGS MANAGEMENT BRANCH</b>	<b>430-5222</b>
<b>PBO CLERK</b>	<b>430-5240/4416</b>
<b>PBO CLERK</b>	<b>430-5222</b>
<b>FURNISHINGS</b>	<b>430-4421</b>
<b>WAREHOUSE CLERK</b>	<b>420-7059</b>
<b>WAREHOUSE CLERK</b>	<b>420-7059</b>

**NOTES**

## **APPENDIX A**

### **CONDITIONS OF OCCUPANCY FOR MILITARY FAMILY HOUSING**

#### **1. OCCUPANCY**

\_\_\_\_\_ is assigned \_\_\_\_\_  
to be occupied as military family housing of the U.S. Army on \_\_\_\_\_

#### **2. RESIDENT USE**

The resident will use the premises solely as a single-family residence for himself and command sponsored family members. Use of the unit for any other purpose, including the shelter of any additional number of persons, except temporary guest, is prohibited without prior written consent of the housing representative.

#### **3. GOOD REPAIR**

Except as otherwise provided herein, the housing authority will maintain the property in good repair and habitable condition and will be responsible for all repairs not due to the abuse or negligence of the resident, their family members or guests. Repairs or replacement of equipment provided due to normal wear and tear will be at the expense of the housing authority.

#### **4. CONDITIONS OF PROPERTY**

The housing authority and the resident will inspect the property, and both parties shall agree that the property is in a fit and habitable condition, except for those damages or malfunctions itemized in writing on the assignment inspection report.

#### **5. LIABILITY**

The above named resident is liable to the United States for damage to assigned quarters and related equipment or furnishings, due to the resident's abuse or neglect. Liability for such damage is limited to one month's base pay, unless the damage was the result of the resident's gross negligence or willful misconduct. For example, a soldier is grossly negligent if he is aware of specific risks posed by the reckless, wanton, or deliberate conduct of family members or guests, and fails to exercise available opportunities to prevent the damage. In the absence of evidence to the contrary, soldiers will be presumed to be on notice of risks attending the activities of those whom the soldier allows upon the premises.

#### **6. INSURANCE**

Private liability and household goods insurance is an option of the resident and should be considered as a safe guard against the potentially substantial liability described in paragraph 5 above.

## **7. PETS**

Army quarters and related equipment, and furnishings which are damaged by pets allowed on the premises by the resident will be repaired or replaced at the resident's expense. If pets are allowed in the quarters, carpets that cannot be thoroughly cleaned to remove pet odors will be replaced at the resident's expense. If quarters are cleared after snowfall, any repair or cleaning necessary to the exterior of the quarters, including the yard, will be performed by a contractor. After the repairs have been made (after break-up) the actual cost to the Government will be charged back to the resident via DD Form 139.

## **8. PLUMBING AND APPLIANCES**

The resident must keep the premises, including all plumbing fixtures, facilities, and appliances, as clean and safe as condition permits and will attempt to unclog and keep clean all waste pipes, drains and water closets where possible. At termination of occupancy, all appliance equipment must be in good working order and the premises must be in good clean condition, normal wear and tear accepted.

## **9. USE AND REPAIR OF FACILITIES**

The residents will use all electrical, plumbing, sanitary, heating, ventilating, air conditioning, and other fixtures, facilities and appliances in or on the premises in a reasonable manner. Any damage caused by either the residents, their family members, or guests beyond normal wear and tear will be repaired at the resident's expense.

## **10. DAMAGING PROPERTY**

If the resident willful or negligently destroys, defaces, damages, impairs, or removes any part of the premises (including fixtures, facilities, and appliances) or willfully or negligently permits destruction, defacement, damage, impairment, or removal to occur, or by any other means replacement or repair will be at the resident's expense.

## **11. GENERAL MAINTENANCE**

The residents will at their own expense: a) keep up and preserve in good condition any lawn, vines, shrubbery, and gardens and keep all fences in good repair, normal wear and tear excepted; b) remove leaves, sticks, and other debris that accumulates on the property; c) promptly remove ice and snow as necessary or required; d) furnish their own light bulbs; e) replace or repair all broken or damaged glass, screens, flooring, wood plaster, drywall, and locks occurring during their occupancy, normal wear and tear excepted. Any repairs or replacements of property, equipment, or appliances required due to family members or guests, will be paid for by the resident. The consent of the housing manager must be obtained before the resident places any exceptionally heavy articles, such as water beds, in the unit which may damage the unit's structural integrity.

## **12. NOTICE OF DEFECTS OR MALFUNCTION**

The resident must promptly notify the Customer Service Desk whenever the structure or the equipment or any fixture contained therein becomes defective, broken, damaged, or malfunctions in any way.

## **13. RESIDENT CONDUCT**

Residents will conduct themselves in a manner that will not disturb their neighbors.

## **14. HEALTH AND SAFETY**

Residents will comply with all health and safety regulations imposed by the local Command.

#### **15. SYSTEM OVERLOADS**

The resident will not install or use any equipment that will overload any gas, water, heating, electrical, sewerage, drainage, or air conditioning systems of the assigned premises.

#### **16. SMOKE DETECTORS**

It is the responsibility of the occupant to check smoke detectors periodically during occupancy and replace batteries, if appropriate, to keep the smoke detector in proper working condition. Any malfunctions must be reported to the Customer Service Desk

#### **17. REDECORATING AND ALTERATIONS**

The resident will obtain written consent from the housing office before redecorating or making any alterations, additions, or improvement. Such alterations will, at the option of housing of ice, remain with the property or be removed by the resident. When removing such alterations, the premises must be returned to its original condition, at the expense of the resident.

#### **18. PERIOD OF ABSENCE**

The resident must notify the housing office whenever absences from quarters are anticipated for more than 14 consecutive days.

#### **19. ACCESS TO PROPERTY BY THE HOUSING MANAGERS AND THEIR DULY DESIGNATED REPRESENTATIVES**

Upon reasonable notice to the resident and at reasonable times, the Installation Commander or a duly designated representative may enter the premises in order to (a) inspect the property, (b) make necessary repairs, alterations, or improvement, and (c) supply necessary or agreed upon service. If the residents are not at home when the premises are to be entered, the housing representative will have a representative from the resident's command or unit, a security officer, or a disinterested third party accompany them when entering the quarters

#### **20. NEGLECT AND COST**

If at any time the housing authority is required to make repairs to the property or its equipment for damages caused by the abuse or negligence of the resident or the family members or guest, the resident understands that the repairs will be made at the resident's expense. Residents are liable to pay the total expense for any loss or damage to the assigned quarters or related equipment or furnishings which is due to their gross negligence or willful misconduct. As appropriate, the housing resident will be afforded the right to complete the necessary repairs either by outside contractor or on their own; however, work must meet government inspection.

**I HAVE READ, AND UNDERSTAND ALL OF THE CONDITIONS CONTAINED  
HEREIN.**

\_\_\_\_\_  
RESIDENT (Date)

\_\_\_\_\_  
HOUSING REPRESENTATIVE (Date)

### **APPENDIX B**

## **NOTICE TO HOUSING RESIDENTS**

### **LIABILITY FOR DAMAGE TO ASSIGNED QUARTERS**

Congress recently revised the public law under which military residents are made legally responsible for damage to the units, or for damage or loss of government issued appliances and furniture. This notice explains these new rules which apply to family and permanent party unaccompanied personnel housing. You should read it carefully and keep a copy for your record.

First, you can be held financially liable when your government quarters, appliances, or furnishings are lost, damaged, or destroyed as a result of your negligence or abuse. You are negligent if you act carelessly, or if you are aware that your family members, or those you allow on the premises are likely to act carelessly and do not take proper steps to prevent or minimize such conduct. Abuse means either willful misconduct or the deliberate unauthorized use of quarters, i.e., conducting an unauthorized business in the housing unit.

Second, the Army has limited your liability to an amount equal to one month's basic pay, unless the damage or loss is caused by your gross neglect or willful misconduct; in such a case, you are liable for the full amount of the damage or loss, which could amount to thousands of dollars. You are grossly negligent if you act in a reckless or wanton manner, or if you are aware that your family members or persons you allow on the premises are likely to act recklessly and you do not make proper steps to prevent or minimize such conduct. In other words, if you know that damage is likely to result from the willful misconduct or reckless behavior of family members or guests, and despite such knowledge, you fail to exercise available opportunities to prevent or limit the damage, you are grossly negligent and will be charged for the full amount of the loss.

Third, you are not liable for damage consisting of fair wear and tear, or caused by; an act of God or by the acts of persons other than family members or guests. You are, however, responsible for damage caused by pets belonging to you or your guests.

Fourth, special rules for quarters-related reports of survey permit commanders to waive claims for damage or loss when such is found to be in the best interests of the United States. This waiver authority which is similar to forgiveness of the debt, is new. If you request a waiver and fail to get it, you can appeal the matter through report of survey channels. If unsuccessful, you can seek redress through the Army Board for Correction of Military Records.

The purpose of the change in the quarters liability laws was to let us set limits for your liability and to waive claims in appropriate circumstances. The new limits and waiver authorities are also applicable to uncollected claims arising prior to the changes. The potentially greater liability created by the changes in the law makes the question of insurance more important. However, only you can decide whether your potential risks warrant the purchase of insurance. The Army does not require it, but you may want insurance for your own protection and peace of mind.

**I HAVE READ, AND UNDERSTAND ALL OF THE CONDITIONS CONTAINED HEREIN.**

\_\_\_\_\_  
RESIDENT

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
HOUSING REPRESENTATIVE (Date)